



# Verification of Certification (VOC): Incoming and Outgoing

## VOC First Appointment

1. Conduct a Participant/Family Search

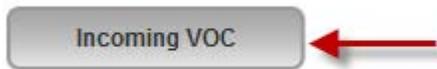


**NOTE:** This action checks to see if the participant is already in the WISPr system

2. If the participant is not in WISPr enter them into the system, and proceed to step #4
3. If the participant is already in WISPr, proceed to step #4

Note: Proof of identity and residency are required in order to process a VOC. If a participant does not bring proof of identity and/or residency, proceed as follows:

4. Click on the Incoming VOC



5. Incoming VOC view

### Incoming VOC

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Cert Begin Date:  Cert End Date:

Issuing State:

Pregnancy Info: Actual Delivery Date: 6/4/2012

#### Risk Codes Assigned:

- Risk 92: Wet Nurse
- Risk 101: Underweight Woman
- Risk 111: Overweight Woman
- Risk 133: High Maternal Weight Gain
- Risk 201: Low Hematocrit / Low Hemoglobin
- Risk 303: HX Gestational Diabetes
- Risk 304: History of Preeclampsia
- Risk 311: HX Preterm Delivery (<= 37 WK)
- Risk 312: HX Low Birth Weight

6. Enter the Cert Begin as stated on the VOC, then set the End Date to 30 days from the current date or the end certification date on the VOC paperwork if it is less than 30 days away.

**Cert Begin Date:**       **Cert End Date:**

- Clearly explain to the responsible adult that in order to provide benefits in increments greater than 30 days and maintain accurate records for our program, the missing proofs need to be brought in
- Per agency protocol, document in WISPr the actual VOC end date, the reason for the shortened certification and that the responsible adult was informed what proofs were required and when to bring them in by

7. Issuing State

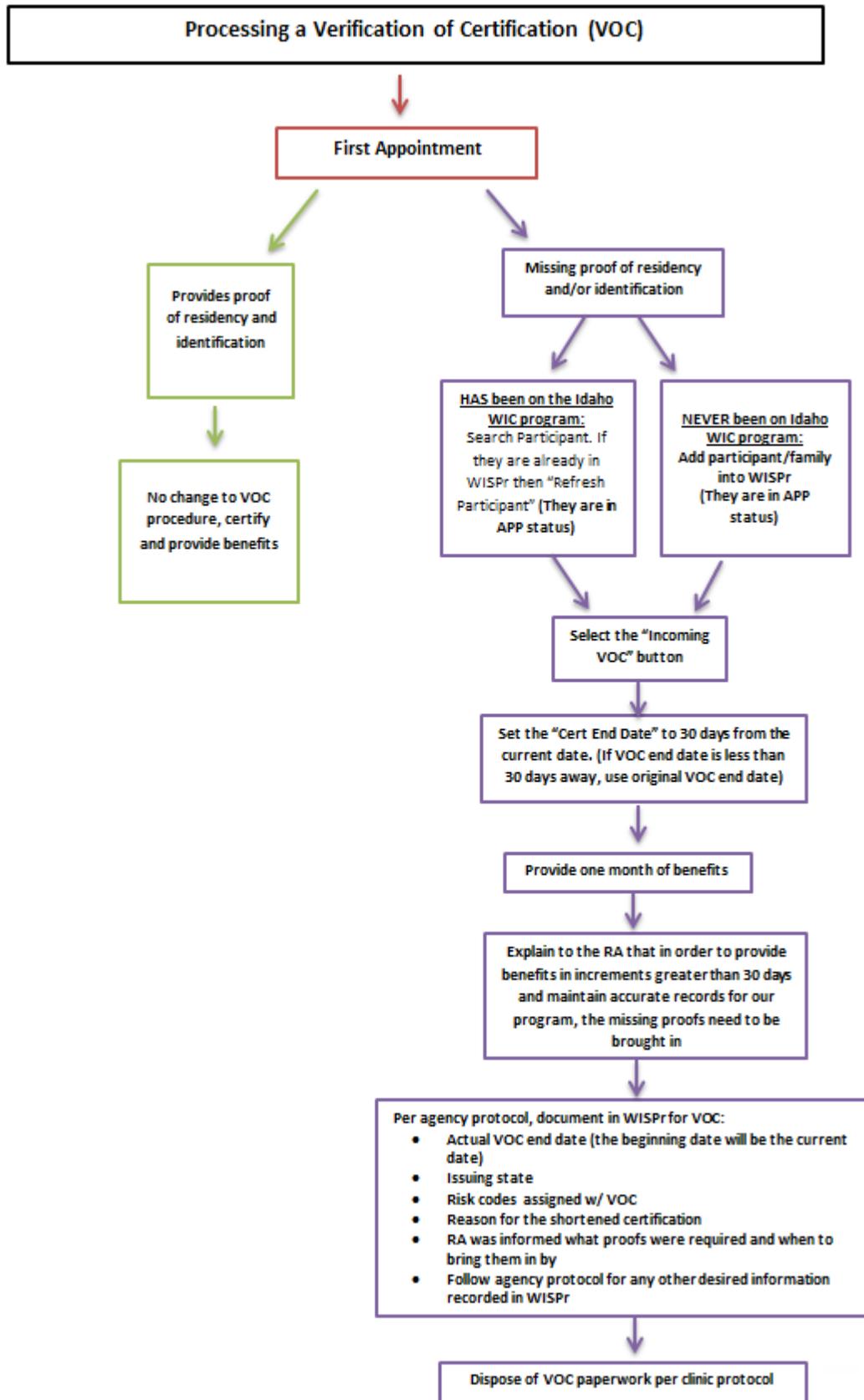
- Select the Issuing State from the dropdown

8. Click on the Certify button



9. Click on the Certify button

**Debbie Adair VOC from Oregon granted with the following risk codes: 101 and 502**



## VOC Returning Appointment

1. If the participant does not bring in proof within 30 days, they can continue to receive benefits every 30 days until they provide the requested proof
2. If they bring in proof and their VOC is no longer valid, then they would need to be certified
3. If the participant provides proof past the 30 days and it is still within the certification period of their VOC, then their benefits would continue. Update their VOC End Date in WISPr
4. If the participant provides proof within 30 days and it is still within the certification period on their VOC, then their benefits would continue. Update their VOC End Date in WISPr

## How to update a VOC End Date in WISPr:

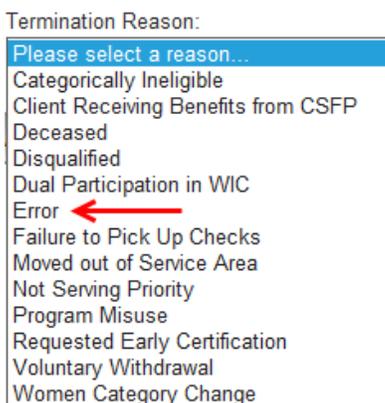
1. Click on the Certification link



2. Select the Terminate Cert button



3. Select the termination reason Error



**Note:** Do not select the Reinstate Cert button

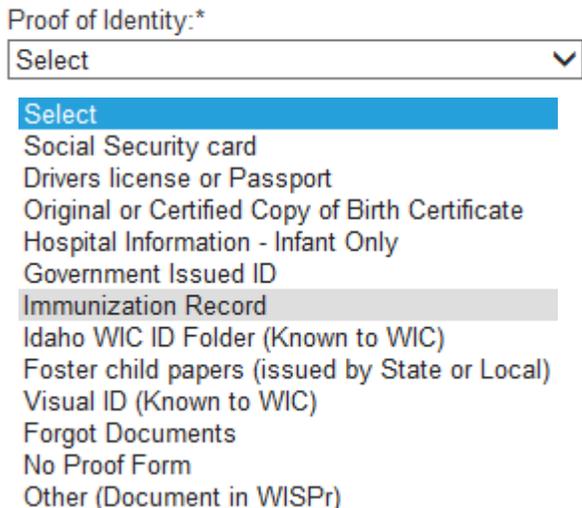
- 4. Go to the participant summary page and select the Refresh Participant button



- 5. Once the participant is in APP status, select the Edit Participant button



- 6. From the dropdown select the Proof of Identity presented by the participant



- 7. On the Participant Summary page, select the Incoming VOC button and set the end date to the date specified on the VOC paperwork.



- 8. Set the end date to the date specified on the VOC paperwork.
- 9. From the dropdown select the State
- 10. Select a risk if applicable
- 11. Click on the Certify button



**NOTE:** This is not policy or procedures for temporary certifications. This only applies for VOC's when they do not bring proof of identity and/or residency.



